

Infrastructure Services Specialist

Dept: Information Technology

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate skilled technical work configuring, installing, maintaining and troubleshooting workstations, equipment, hardware, phones, software, network and peripherals, providing technical support and training to users, installing and upgrading information systems, preparing and maintaining files and records, and related work as apparent or assigned. Work is performed under the limited supervision of the Infrastructure Services Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Provides technical helpdesk support for hardware and software management.
- Provides all end user desktop support and training to end users; troubleshoots, repairs or coordinates repairs of desktop computers, software and hardware.
- Installs, repairs, and supports computer hardware, servers, network equipment, phones, printers, copiers and peripherals.
- Offers advanced networking, voice and data communications support.
- Assists with ordering replacement parts, installing structured cabling and researching new technologies.
- Assists with controlling access by issuing user IDs, passwords and security groups.
- Assists with maintaining data integrity and infrastructure security.
- Works with users to resolve issues.
- Maintains an inventory of supplies and equipment, user guides, manuals and guidebooks.
- Facilitates user training; prepares quotes and recommends purchases.
- Works in collaboration with departments to ensure system needs are being met.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of the operation, uses and capabilities of electronic data processing main and peripheral equipment; thorough knowledge of hardware, software and peripheral procedures and techniques; thorough knowledge of general office practices and equipment; thorough knowledge of the operation of personal computers; ability to establish and maintain work order and ticket records; ability to understand and carry out oral and written instructions; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to analyze software programs and program adjustments; ability to establish and maintain effective working relationships with associates.

Education and Experience

Associates/Technical degree in computer science, information technology, or related field and three to five years experience in computer science, information technology, or equivalent combination of education and experience. Bachelor's degree preferred.

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Physical Requirements

This work requires the frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting and occasionally requires climbing or balancing and tasting or smelling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions and exposure to the risk of electrical shock; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date